



COMPLAINT POLICY

Definition: A complaint is defined as a voicing of dissatisfaction, or negative feedback to an agency or service provider, whether it is written or verbal. Requests for information are not considered complaints. However, a statement of concern or a statement of a problem would be considered a complaint for the purposes of this policy.

- It is the policy of Amherstburg Community Services to take complaints seriously and to make every attempt to resolve differences in a courteous and constructive manner. **No person will receive any retaliatory treatment from either the agency or from individual staff members as a result of making a complaint.**
- All complaints will be dealt with promptly so that details are fresh in the minds of those involved.
- At all steps, the complainant will be informed as to the steps taken in dealing with the complaint.

When A Complaint Is Received:

- A staff person will document the complaint, including all relevant facts and will encourage the complainant to discuss the problem.
- If the staff person is unable to deal with the issue, or if the complainant is dissatisfied with the outcome, the complaint can then be taken to a second stage, by the complainant contacting the Executive Director either verbally or in writing.
- The Executive Director will record all relevant facts. The Executive Director will then make a formal reply in less than 7 business days. The Executive Director will record the client's level of satisfaction with the response. Every effort will be made to resolve the concern informally.
- If a satisfactory arrangement or response is not reached, the complaint can then be taken to a third stage: the complainant may contact the Chairperson of the Board of Directors. The complainant will describe the circumstances surrounding the complaint, and give applicable details. The Chairperson will make a formal reply within 14 calendar days.
- If a satisfactory arrangement is still NOT reached, the complaint can then be brought to the ESC LHIN. The complainant will be given the appropriate contact person and number. **AT NO TIME DURING ANY OF THIS PROCESS WILL THE PERSON'S SERVICES BE EFFECTED IN ANY WAY.**

Contact information:

Amherstburg Community Services.....**519-736-5471**
ESC LHIN.....**519-351-5677**